

REMARKS

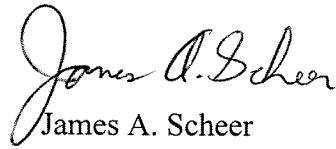
Reconsideration and further examination of the subject patent application is respectfully requested in light of the present Amendment, and the following Remarks. Claims 1-40 are currently pending in the application. Claims 1-40 have been rejected for obviousness-type double patenting over claims 1-25 of Application No. 10/651,329, and under 35 USC §102(e), as anticipated by U.S. Patent Pub. No. 2006/0080107 to Hill et al. ("Hill"). Claims 1, 19, 37, 38, and 40 have been amended to clarify that the resolution end point is a common point (see e.g. Fig. 3 and paragraphs 36-38). A terminal disclaimer has been submitted herewith to obviate the double patenting rejection. After careful review of the claims as amended, it is believed that the remaining claims are in allowable form and a Notice of Allowance is respectfully requested.

Claims 1-40 have been rejected as anticipated by Hill which discloses a method of management of natural language conversation using concept recognition to provide an agent with information useful to respond. The cited paragraphs 0007-0041 merely describe generally a concept recognition process is applied to a communication to assist in routing and/or responding to the communication including use of state-transition-state information. While Hill discloses use of a linear state-transition-state sequence (see Figs. A and B) but does not disclose providing a state map of subject matter progression along a plurality of subject matter paths joining to a common subject matter resolution point, or fitting to the most likely one of the plurality of paths as claimed in claim 1-39. Further, Hill does not disclose dividing into a plurality of content types, a plurality of paths to subject matter resolution for each content type, or fitting with a most likely prior contact as in claim 40. Thus, the claims 1-40 are distinguishable over Hill which does

not disclose these features.

For the foregoing reasons, applicant submits that claims 1-40 are not anticipated by the cited reference and therefore are in condition for allowance, and earnestly solicits an early Notice of Allowance. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Examiner is respectfully requested to call the undersigned at the below-listed number.

Respectfully submitted,
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